WRIS at NASA Headquarters

Frequently Asked Questions (FAQs)

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What is WRIS?

Work Request Intake System (WRIS) is a NASA Web-based application used to submit Service Requests (SRs). WRIS provides a work intake form where ITCD customers can enter high-level details about their work request. It also has search and report generating capabilities. Once a work request is entered in WRIS, it manages the work flow until completion.

What happened to IWMS?

The ITCD Work Management System (IWMS) application has been in production for 10+ years. The application itself and the underlying technology is outdated. IWMS will be replaced by the newly developed WRIS application which has been developed using modern Web application standards and technology.

What are the benefits of using WRIS instead of IWMS?

WRIS is developed on a more modern technology and will better allow ITCD to meet the needs of its customers by incorporating new features and capabilities at a faster pace.

How different are IWMS and WRIS?

WRIS allows users to submit work requests, track their completion status and provide feedback on the service received. The first WRIS release will mimic the IWMS interface. However, over time, WRIS will evolve to better meet customer needs.

Can I use WRIS instead of the ESD?

No. WRIS should not be confused with the ESD. If you need individual help because something is not working properly, contact the ESD. WRIS is for service requests that result in IT enhancements or IT fixes that apply to all users.

Who can use WRIS?

All NASA Headquarters employees (Civil Servant or Contractor) with Launchpad credentials have access to and can use WRIS.

What is required to access WRIS?

You must use your Launchpad credentials to access to WRIS at WRIS.hq.nasa.gov. If you previously logged in to Launchpad prior to visiting WRIS, they will not need to provide Launchpad credentials again.

How do I access WRIS?

To access WRIS, follow the steps below:

1. Go to WRIS.hq.nasa.gov.
2. Provide your credentials:

Windows Users	Insert your PIV smartcard and enter your PIN if prompted.
Macintosh Users	Click the **Agency User ID** button and enter your username and password.

What are the different roles in WRIS?

Most employees will have the designated role of a Submitter in the application, which allows them only to submit work requests and search work requests. Those with Project Manager or Project Planning & Control (PP&C) roles are able to edit a Work Request.

What is the difference between a Submitter and a Requester?

A Submitter has read-only access. They can create a WR, search, and run reports. A Submitter can be a civil servant or a contractor. A Requester is the owner of the WR and must be a civil servant.

How do I submit a work request?

To initiate a work request, follow these steps:

1. Click the **Initiate WR** tab.
2. To provide the Requester's name (The Requester must be a Civil Servant) and information, enter their last or first name and then click **Find Requester** | From the names that display, select the correct name.

   The Requester information auto-populates. Click **Reset** to clear the name and enter a new one.
3. Enter a Task Order number if desired/applicable.
4. Enter a title (up to 255 characters) describing the Work Request. This is a required field.
5. Enter the requirements that make up this Work Request (up to 500 characters). This is a required field. Include user list, location(s), platform (Windows, Mac, etc), and NEMS ECN(s).
6. From the **Priority** menu, select **Low**, **Medium**, or **High**.
7. If someone helped to define the technical requirements, enter that person's name in the **Technical POC** field.
8. Select **Yes** or **No** to the question **Will This WR Involve Access to Classified Information?** This is a required field.
9. If applicable, enter a **Justification** (up to 500 characters) for the Work Request.
10. Use up to 500 characters to enter any additional comments needed for this Work Request.
11. In the **Upload WR Supporting Documents** section, click **Choose File** and navigate to any supporting documents you wish to upload. You are limited to five documents.
12. Once all required fields have been completed, click **Save**. A confirmation message appears at the top of the screen.

Clicking **Cancel** clears all fields and returns you to the top of the screen.

What is the intake form?

The intake form is for Submitters. It is used to capture high-level work details.

What can I search in WRIS?

The WRIS Search capability allows you to search key words, Requestor Last Name, Requestor First Name, Submitter Last Name, Submitter First Name, Status, Work Request ID, and Work Request Title. Search results are read only and cannot be saved.

How do I conduct a search?

To conduct a search in WRIS, follow these steps:

1. From the toolbar at the top, click **Search**.
2. Enter a search term in the text box at the top | Click **search**.

   Your search results displays.
3. To sort your search results, click the title of the column.
4. Users with PM and PP& C permissions can see an **Actions** menu with the **Search** results. The can select any of the following:
   - **Edit**: Allow those with PM and PP& C permissions to edit the WR.
   - **View Details**: Shows the WR in non-editable mode.
   - **History**: Shows a history of any changes to the WR, as shown.

Who can edit a work request?

Only those with Project Manager or Project Planning & Control (PP&C) roles are able to edit a Work Request.

How do I edit a work request?

To edit a Work Request, follow these steps:

1. Go to the **Search** page as described above and search for the desired Work Request.
2. From the **Actions** menu on the right, select **Edit**.
3. Make edits to the Work Request as desired.

What types of reports does WRIS generate?

WRIS has pre-defined reports from which you can choose:

- Work Requests by Start and End Date
- Work Requests with No PMs Assigned
- Work Requests by Submitter
- Work Requests by Requester

How do I generate a report?

To generate a report:

1. Click the **Reports** tab.
2. Under **Reports**, click on the report you wish to generate.
3. Supply any requested information | Click **Search**.

Will there be training for WRIS?

Yes. Go to the WRIS project page to view the training schedule: http://www.hq.nasa.gov/office/itcd/WRIS-pilot.html

Whom should I contact with additional questions?

Chris McCoy, Applications Development Manager, 358-3790

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/faqs.html